

## CITY OF HAYWARD

### COLLECTIONS OFFICER

#### DEFINITION

To administer a collection and field audit program for past due, delinquent and bad debts owed to the City including debts of business and other City administered taxes.

#### SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Revenue Manager. Responsibilities may include technical supervision of subordinate technical staff and supervision of clerical staff.

#### ESSENTIAL DUTIES

1. Using a computerized tracking system, reviews delinquent accounts and develops strategies for collecting overdue debts.
2. Monitors and maintains integrity and legality of delinquent revenue collection records, procedures and practices.
3. Reviews, evaluates and recommends improvements to the City's collection systems and procedures.
4. Institutes skip tracing, lien proceedings and other legally defensible actions against debtors unresponsive to regular collection procedures.
5. Represents the City in Small Claims Court and court ordered restitution, and intercedes in bankruptcy claims to collect City revenues.
6. Prepares timely reports for Revenue Manager and City Officials, including regularly scheduled and ad hoc reports relating to arrears accounts.
7. Prepares a quarterly summary report of overdue debt including recommendations on accounts receivable write-offs.
8. Provides data to City departments initiating billings.
9. Provides statistical data and descriptions of collections procedures to outside agencies and interested citizens.

ESSENTIAL DUTIES (continued)

10. Confers with debtors to develop installment payment schedules and to institute other mediations which facilitate debt collection.
11. Plans, coordinates and assigns collections related tasks to clerical and technical staff.
12. Serves as a technical resource to staff and managers.
13. Drafts preliminary budget for collections functions.

OTHER JOB RELATED DUTIES

14. May audit businesses taxed by the City.
15. Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- A. Business and Professions Code governing fair debt collections practices.
- B. City, State and federal tax laws regulating the collection of taxes.
- C. Small claims procedures.
- D. Effective collections methods including but not limited to skip tracing, liens, correspondence, telephone contact, credit bureau and collection agency use.
- E. Effective office procedures and methods.

Ability to:

- F. Exercise independent judgement and discretion in administering ordinances, policies and regulations.

Ability to (continued)

G. Maintain accurate and up to date records, and to retrieve statistical data from collections records.

H. Train subordinate clerical and technical staff in collections procedures.

Skill in:

I. Negotiating settlements and arranging payment schedules.

J. Oral and written communication.

K. Responding courteously and tactfully to public inquiries and complaints.

EXPERIENCE AND TRAINING

Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of responsible experience in debt collection including governmental debt collection.

Training:

Equivalent to completion of the twelfth grade supplemented by specialized college level coursework in business law and accounting.

SPECIAL REQUIREMENTS

Essential duties require working in a typical office environment and may require extensive use of a computer keyboard for extended periods, calculator and telephone. The work environment may require remaining seated for long periods of time.

PROBATIONARY PERIOD: One Year.

653CS94

April 1984

Revised September 1994

APP GROUP: 14

FPPC STATUS: Non-designated

FLSA STATUS: Exempt

YP:nk